

REQUEST FOR ACTION (RFA)			
1. Review Type <b>SWSI ORR</b>		2. RFA No. <b>CCR-452/139-01</b>	
3. Review Date <b>2/13/04</b>			
4. Title Clarify process for notifying customers of SWSI release dates and contents			
5. Action Clarify process for notifying customers of SWSI release dates and contents to ensure customers are aware of updates and can plan accordingly. Customers also need visibility into the status of problems affecting their operations.			
Reference			
6. Originator/Organization/Telephone No./E-mail Doug Spiegel, Omitron 301-474-1700 x604/ doug.Spiegel@omitron.com			
7. Assigned To/Organization/Telephone No./E-mail Merri Benjamin/HTSI/301.805.3313/ merri.benjamin@gsfc.nasa.gov			Due Date 2/27/04
8. Response <p>The sustaining of SWSI will be transitioned to WSC Engineering management following delivery of release 04.1. Details of the process for sustaining SWSI have been documented in a Transition Plan. This plan is expected to be finalized on 02/27. Included in this plan is Change Management. A SWSI sustaining engineering review board, comprised of representatives from the SWSI Customer community (Customers and/or CSRs), WSC Operations personnel, Configuration Management, and Software and Hardware Maintenance, will collectively be responsible for control of the operational baseline, serve as a forum for discussing problems, recommend modifications, and control release deliveries. As part of the Release Delivery Process, an ORR will be held with delivery schedule coordinated, with impacts to all Customers' Operations considered. Release delivery dates will be included on the WSC Forecast Schedule, NAMs regarding delivery will be issued, and additionally, minutes from all the SWSI sustaining engineering review board will be documented and distributed to a SWSI Customer mailing list.</p> <p>A well-established WSC problem reporting process will be used for SWSI, with any problems documented in CDS DR, reviewed at the daily WSC Operations meetings, and tracked to resolution through the SWSI sustaining engineering review board. The SWSI sustaining engineering review board will meet regularly and all meeting agenda and minutes will be available for review. SWSI Customer participation in the SWSI sustaining engineering review board meeting is welcomed.</p>			
9. Response By/Organization/Telephone No./E-mail Merri Benjamin/HTSI/301-805-3313/merri.Benjamin@gsfc.nasa.gov			Date Prepared 02/26/04
10. Originator Contacted		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
11. Disposition		<input type="checkbox"/> Open <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Closed <input type="checkbox"/> Withdrawn	
12. Comments			
13. Approval			
<div style="text-align: center;">             _____              Allen J. Levine, Chairperson              SWSI ORR           </div>			03/11/04 Date

REQUEST FOR ACTION (RFA)		
1. Review Type <b>SWSI ORR</b>	2. RFA No. <b>CCR-452/139-02</b>	3. Review Date <b>2/13/04</b>
4. Title SWSI 04.1 Delivery Release and Customer Regression Testing Coordination		
5. Action <p>The coordination of the SWSI 04.1 delivery release as of the SWSI ORR was not evident. The delivery release and its transition into operations need to be thoroughly coordinated with the SN and Customer community. This specifically needs to include the timeline outlined for the delivery, the Customer regression testing, any problems identified during the release process and regression testing and their resolutions, and a point in the release process where a GO/NO GO decision is made.</p> <p>This should not be considered a lien against beginning the SWSI 04.1 delivery release but these items need to be addressed during the delivery release process.</p>		
<div>Reference</div> <div>SWSI ORR Slide 25</div>		
6. Originator/Organization/Telephone No./E-mail Caren Gioannini, NASA/WSC/452/565, 505.527.7026, caren.c.gioannini@nasa.gov		
7. Assigned To/Organization/Telephone No./E-mail Joe Stevens/NASA, 452/301.286.1557/ Joe.Stevens@nasa.gov		Due Date 2/27/04
8. Response <p>To address the items mentioned in the above action, we have published the SWSI 04.1 Release Delivery Plan and Outline to the SWSI website at <a href="http://swsi.gsfc.nasa.gov/docs/">http://swsi.gsfc.nasa.gov/docs/</a> or <a href="http://swsi.gsfc.nasa.gov/docs/SWSI-Release-04.1_delivery_process.pdf">http://swsi.gsfc.nasa.gov/docs/SWSI-Release-04.1_delivery_process.pdf</a>.</p> <p>The plan does address regression testing and GO/NO GO decision points.</p> <p>The plan also includes customer coordination and distribution of various NAMs.</p>		
9. Response By/Organization/Telephone No./E-mail Joe Stevens/452/565, 301.286.1557, <a href="mailto:joe.stevens@nasa.gov">joe.stevens@nasa.gov</a>		Date Prepared 02/19/2004
10. Originator Contacted	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Date 2/20/04
11. Disposition	<input type="checkbox"/> Open <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Closed <input type="checkbox"/> Withdrawn	
12. Comments		
13. Approval		
<div>Allen J. Levine, Chairperson SWSI ORR</div>		<div>03/11/04</div> <div>Date</div>

REQUEST FOR ACTION (RFA)			
1. Review Type <b>SWSI ORR</b>		2. RFA No. <b>CCR-452/139-03</b>	
3. Review Date <b>2/13/04</b>			
4. Title SWSI Sustaining Engineering Transition			
5. Action <p>The "plan" for transitioning the SWSI Sustaining Engineering has not been defined or coordinated sufficiently to support a final transition of SWSI into SN Operations. At a high level, it must be understood and agreed to by NASA Code 452 and the NENS contractor, at both GSFC and WSC, how SWSI Sustaining Engineering will be managed and performed. If this is not accomplished having a final SWSI transition into SN Operations introduces risk to the SN, the SN Customers and the NENS contractor. A plan, with a certain amount of detail that, at a minimum, addresses software and hardware engineering, documentation, security, CM, training, licensing, and the management of future changes must be in place prior to SWSI 04.1 being transitioned to as an operational system (tentatively set for February 27, 2004).</p> <p>A follow up meeting with the appropriate personnel (after having reviewed the plan) should be held prior to the formal transition of SWSI to release 04.1.</p>			
Reference SWSI ORR Slide 25			
6. Originator/Organization/Telephone No./E-mail Caren Gioannini, NASA/WSC/452/565, 505.527.7026, caren.c.gioannini@nasa.gov			
7. Assigned To/Organization/Telephone No./E-mail Don Small/HTSI/301.805.3433/ Donald.Small@honeywell-tsi.com			Due Date 2/27/04
8. Response <p>A transition plan has been developed to address the situation described above. The plan documents how sustaining engineering will be performed by NENS and the activities that need to occur to completely transition sustaining engineering to NENS. The plan addresses software maintenance, hardware engineering, hardware maintenance, configuration management, documentation, security, training, licensing and management. The plan was distributed for review on 2/23/04 and finalized on 2/27/04. All parties are actively working transition activities in accordance with the plan. The completion of those activities will be tracked by the SWSI sustaining engineering review board.</p>			
9. Response By/Organization/Telephone No./E-mail Don Small/HTSI/301-805-3433/ Donald.Small@honeywell-tsi.com			Date Prepared 2/25/04
10. Originator Contacted	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Date 2/20/04
11. Disposition	<input type="checkbox"/> Open <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Closed <input type="checkbox"/> Withdrawn		
12. Comments			
13. Approval <div style="text-align: right;"> <u>Allen J. Levine, Chairperson</u>  SWSI ORR </div> <div style="text-align: right;"> <u>03/11/04</u>  Date </div>			

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1. Review Type <b>SWSI ORR</b>		2. RFA No. <b>CCR-452/139-04</b>	
3. Review Date <b>2/13/04</b>			
4. Title Submission of "Bugs"			
5. Action Remove customer permission to directly submit "bugs." Establish another mechanism to provide input to the process and contact point(s).			
Reference			
6. Originator/Organization/Telephone No./E-mail Allen Levine/NASA/GSFC/Code 451/ 301-286-9436/Allen.J.Levine@nasa.gov			
7. Assigned To/Organization/Telephone No./E-mail Don Small/HTSI/301 805-3433/Donald.Small@honeywell-tsi.com			Due Date 2/27/04
8. Response Access to Bugzilla has been disabled as of 02/27/04. The mechanism by which users will submit all SWSI related problems is the Common Discrepancy System (CDS)/Discrepancy Reporting (DR) system. The DR system is an established operational system by which users submit all operational problems related to SN services – SWSI included. Once the problem is documented a daily Discrepancy Review Board (DRB) meeting is held at WSC to properly disposition the DR. If the problem is determined to be a SWSI hardware or software problem, the DR will be converted to an NCCPR that lists "SWSI" as the subsystem. The point of contact for reporting DR's is the WSC Operations Supervisor. Additionally, a SWSI sustaining engineering review board is being established. This SWSI review board provides a forum for discussing problems, operational issues, and recommended modifications that may involve Change Requests (CR). Customers can provide input on SWSI problems via their Customer Service Representatives who are participants in the SWSI review board or as Ad-hoc members.			
9. Response By/Organization/Telephone No./E-mail Don Small/HTSI/301-805-3433/ Donald.Small@honeywell-tsi.com			Date Prepared 02/25/04
10. Originator Contacted	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Date: 2/20/04
11. Disposition	<input type="checkbox"/> Open <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Closed <input type="checkbox"/> Withdrawn		
12. Comments			
13. Approval  <div style="text-align: right;">03/11/04 Date</div> <div style="text-align: center;">_____ Allen J. Levine, Chairperson SWSI ORR</div>			